

CLAIMS HANDLING FOR MAINE Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Acknowledge pertinent written communications with respect to claims	Promptly	Me. Rev. Stat. Ann. tit. 24-A § 2164-D(3)(B)
Affirm or deny coverage, reserving appropriate defenses	Within a reasonable time after having completed investigation of claim	Me. Rev. Stat. Ann. tit. 24-A § 2164-D(3)(F)
Provide accurate written explanation for claims denials or offers of compromise settlement	Promptly	Me. Rev. Stat. Ann. tit. 24-A § 2164-D(3)(J)
Provide forms, accompanied by reasonable explanations for their use, necessary to present claims	Within 15 calendars days of request	Me. Rev. Stat. Ann. tit. 24-A § 2164-D(3)(K)

(Current as of May 2010) – **This chart is not to be used as a substitute for reviewing the actual statutes and regulations.**